

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82



Fiscal Year FY 2022-2023

Agency Budget Plan

FORM A - BUDGET PLAN SUMMARY

OPERATING REQUESTS <i>(FORM B1)</i>	For FY 2022-2023, my agency is (mark "X"):	
	<input checked="" type="checkbox"/>	Requesting General Fund Appropriations.
	<input type="checkbox"/>	Requesting Federal/Other Authorization.
	<input type="checkbox"/>	Not requesting any changes.
NON-RECURRING REQUESTS <i>(FORM B2)</i>	For FY 2022-2023, my agency is (mark "X"):	
	<input checked="" type="checkbox"/>	Requesting Non-Recurring Appropriations.
	<input type="checkbox"/>	Requesting Non-Recurring Federal/Other Authorization.
	<input type="checkbox"/>	Not requesting any changes.
CAPITAL REQUESTS <i>(FORM C)</i>	For FY 2022-2023, my agency is (mark "X"):	
	<input checked="" type="checkbox"/>	Requesting funding for Capital Projects.
	<input type="checkbox"/>	Not requesting any changes.
PROVISOS <i>(FORM D)</i>	For FY 2022-2023, my agency is (mark "X"):	
	<input checked="" type="checkbox"/>	Requesting a new proviso and/or substantive changes to existing provisos.
	<input type="checkbox"/>	Only requesting technical proviso changes (such as date references).
	<input type="checkbox"/>	Not requesting any proviso changes.

Please identify your agency's preferred contacts for this year's budget process.

PRIMARY CONTACT:	<u>Name</u>	<u>Phone</u>	<u>Email</u>
	Ralph Bailey	(803) 896-9671	Ralph.Bailey@SCDMV.net
SECONDARY CONTACT:	Kristin Wicker	(803) 896-3844	Kristin.Wicker@SCDMV.net

I have reviewed and approved the enclosed FY 2022-2023 Agency Budget Plan, which is complete and accurate to the extent of my knowledge.

	<u>Agency Director</u>	<u>Board or Commission Chair</u>
SIGN/DATE:		
TYPE/PRINT NAME:		

This form must be signed by the agency head – not a delegate.

Agency Name:	Department Of Motor Vehicles
Agency Code:	R400
Section:	82

BUDGET REQUESTS			FUNDING					FTES				
Priority	Request Type	Request Title	State	Federal	Earmarked	Restricted	Total	State	Federal	Earmarked	Restricted	Total
1	B1 - Recurring	SCDMV Equitable Compensation and Employee Retention Career Pathing Plan	4,100,000	0	0	0	4,100,000	0.00	0.00	0.00	0.00	0.00
2	B1 - Recurring	Functional Capability Gaps	6,135,000	0	0	0	6,135,000	87.00	0.00	0.00	0.00	87.00
3	B1 - Recurring	Infrastructure Maintenance Fee Quality Assurance Team	220,300	0	0	0	220,300	4.00	0.00	0.00	0.00	4.00
4	B1 - Recurring	Act #37 of 2021	495,450	0	0	0	495,450	3.00	0.00	0.00	0.00	3.00
5	B1 - Recurring	Rental Car Companies Plate Management Program Team	168,700	0	0	0	168,700	3.00	0.00	0.00	0.00	3.00
6	B1 - Recurring	Cyber Insurance	120,000	0	0	0	120,000	0.00	0.00	0.00	0.00	0.00
7	C - Capital	CDL Testing Site Expansion	3,201,370	0	0	0	3,201,370	0.00	0.00	0.00	0.00	0.00
8	B1 - Recurring	Establish Motor Carrier Services State Funded Program	471,228	0	0	0	471,228	13.00	0.00	0.00	0.00	13.00
9	B2 - Non-Recurring	Establish Motor Carrier Services State Funded Program	1,092,000	0	0	0	1,092,000	0.00	0.00	0.00	0.00	0.00
TOTALS			16,004,048	0	0	0	16,004,048	110.00	0.00	0.00	0.00	110.00

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	1
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	SCDMV Equitable Compensation and Employee Retention Career Pathing Plan
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$4,100,000 Federal: \$0 Other: \$0 Total: \$4,100,000
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What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input type="checkbox"/>	Non-mandated program change in service levels or areas
	<input type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input checked="" type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
	<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
	<input checked="" type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
	<input type="checkbox"/>	Government and Citizens

ACCOUNTABILITY OF FUNDS	1.1 Ensure the average initial wait time for a customer stays below 20 minutes per business day 1.2 Ensure Revenues collected are distributed in order to provide financial support to outside organizations 1.3 Reduce backlogs to ensure a five-business-day turnaround standard 2.1 Increase amount of services available online 2.2 Secure legislative support for modernization and efficiency efforts 2.3 Leverage partnerships for deliverability of products and services 3.1 Increase the SCDMV’s security posture of our network infrastructure for business to business transactions to better protect SC citizens’ data 3.2 Maintain and increase internal and external auditing functions 3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate 4.1 Emphasize career development and employee retention within the SCDMV 4.2 Continue to request funding for employee salary increases commensurate with performance, duties, and experience 4.3 Continue existing recognition program
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What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency’s accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	SCDMV Employees
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

JUSTIFICATION OF REQUEST

Overview

In FY22 the SCDMV implemented an Equitable Compensation and Employee Retention Career Pathing Plan (Career Pathing Plan) that helped better align agency salaries to state averages. The agency received \$5m of a \$9.8m recurring appropriation budget request to establish the career pathing plan. As a result, SCDMV was able to implement some components of the plan, but lacked sufficient funding to fully implement all aspects of the plan. This request seeks additional funding in the amount of \$4.1m to address remaining components of the career pathing plan that could not be implemented with the FY22 appropriation.

This requests seeks additional funding in the amount of \$4.1m to address remaining components of the Career Pathing Plan as detailed below. Consideration and approval of the additional funding would allow the SCDMV to expand on the significant progress made with the FY22 funding. In addition to bringing agency salaries closer in line with state average salaries, benefits gained from full implementation of the Career Pathing Plan include increased customer service capacity and reduced employee turnover rates which directly correlates to higher agency administrative and training costs.

Departing employees continue to emphasize to the agency that SCDMV salaries are non-competitive with other state agencies positions that accomplish comparable work. By recognizing the importance of the work employees do at the SCDMV in protecting the personal information of and serving nearly every individual adult South Carolinian, the agency will be better able to retain our most experienced and critical-need employees.

Key Considerations Detailed in this Request

- In FY22, through the generous Legislative appropriation of \$5m, the SCDMV implemented components of a Career Pathing Plan focused on the agency's lowest pay bands (86% of FY22 appropriations were applied to pay bands 3-5).
- Salary increases resulting from the \$5m appropriation narrowed the gap between SCDMV salaries and state averages in pay bands 3-5, however, these salaries remain below state averages, and specifically in direct comparison to agencies with comparable classes of positions.
- Applying the \$5m appropriation primarily to the agency's lowest salary bands (86% applied to bands 3-5) resulted in compression with salaries of employees in higher pay bands. Additional appropriations in FY23 would allow the agency to alleviate salary compression challenges between bands and support an equitable, tiered salary structure across the entire workforce.
- A key component of the agency's Career Pathing Plan was the establishment of longevity milestones to recognize employees for sustained, continued service to the agency. The \$5m appropriation in FY22 enabled the agency to implement limited longevity milestones, but only for employees in pay bands 3-5. Due to limited funding, the agency had to reduce the desired longevity increase amount in our newly created career pathing plan and would like to get this increased at a more equitable rate in years to come. Additional appropriation in FY23 would allow the agency to fully implement milestone increases in bands 3-5 and then apply commensurately across remaining pay bands.
- Another component of the agency's Career Pathing Plan that could not be implemented was special skills pay for a small number of positions with unique requirements, including license examiners who achieve certifications to license multiple vehicle license classes and agency auditors who are proficient in conducting a variety of agency audit requirements. Ability to recognize and incentivize these positions will result in significant efficiency for the agency.

The SCDMV is grateful to the Legislature for the \$5m appropriated in FY22 to establish an Equitable Compensation and Employee Retention Career Pathing Plan for the agency. However, additional funding in the amount of \$4.1m is needed to continue implementing the agency's Career Pathing Plan and provide our employees with a comprehensive compensation framework that will assist the agency in retaining a qualified workforce by reducing employee turnover and increasing the operational efficiency of agency business processes. These enhancements will allow the SCDMV to improve on the already high level of customer service provided to the citizens of South Carolina.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
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FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	2
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Functional Capability Gaps
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$6,135,000 Federal: \$0 Other: \$0 Total: \$6,135,000
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What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	87.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:	
	<input checked="" type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input checked="" type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/>	Non-mandated program change in service levels or areas
	<input type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input checked="" type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
	<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority # 0

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
	<input checked="" type="checkbox"/>	Government and Citizens

ACCOUNTABILITY OF FUNDS	1.3 Reduce backlogs to ensure a five-business-day turnaround standard
	2.1 Increase amount of services available online
	3.1 Increase the SCDMV’s security posture of its network infrastructure for business to business transactions to better protect citizens’ data
	3.2 Maintain and increase internal and external auditing functions
	3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency’s accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	SCDMV Employees
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	<p>Given the substantial increase in SC population and business growth over the last decade SCDMV requires additional or dedicated functional capabilities to support the increased demand of a growing state. This request seeks funding for FTEs to increase existing capabilities or establish dedicated capability to address critical agency needs.</p> <p>As a result of a decade of sustained population and economic growth that has seen South Carolina grow in residents and businesses by more than 20%, demand for DMV services has significantly increased. In addition to the growth of the SCDMV customer base, dynamic changes in technology and methods of delivering customer service have also given rise to greater opportunities for nefarious activity pertaining to SCDMV services and products as well as exponentially increasing the agency’s risk of safeguarding customer’s personally identifiable information.</p> <p>SCDMV is requesting recurring funding for one hundred seven (107) FTE positions to expand existing functional capability or establish critically needed capability within the agency in order to:</p> <ol style="list-style-type: none"> 1. Address demands resulting from significant, sustained growth of citizens and businesses throughout the state
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2. Address rapid advancements in technology which increase the agency's risk of data compromise and challenges our ability to prevent fraudulent activity regarding SCDMV products and services.
3. Address expanding CDL testing sites as requested by the Governor's Office

SCDMV is requesting funding for one hundred seven (107) positions. The agency is able to utilize twenty (20) of our currently authorized (vacant) positions towards this request, resulting in requiring an additional eighty-seven (87) positions.

This request allows the agency to adequately service the growing number of citizens and businesses through innovative methods of customer service delivery while also mitigating the increased potential for fraudulent activity. Additionally, these positions create capability for the organization to improve governance of agency data and strengthen our network to better protect customer information.

See Functional Capability Gap supporting information (spreadsheet) for details of requested funding. ***The top four rows are noted as positions critical to CDL testing site expansions.**

SCDMV FUNCTIONAL CAPABILITY GAPS

POSITION	CLASS	BAND	QTY	SALARY PER POSITION	TOTAL SALARIES	45% FRINGE	SALARIES + FRINGE	JUSTIFICATION
Examiner Training Unit Supervisor	AG44	6	1	\$49,050	\$49,050	\$22,073	\$71,123	*This position (1) is critical for CDL Testing Site Expansions. Supervises the Examiner Training Unit responsible for training all SCDMV and Third Party / Driving School examiners for the State. Oversees three training teams to train Class A,B,D,E,F,M
Senior Master Examiner Trainer	AG43	5	2	\$45,072	\$ 90,144	\$ 40,565	\$ 130,709	*These positions (2) are critical for CDL Testing Site Expansions. Senior Master Examiner Trainer of each team, leads a three person team in training SCDMV and Third Party / Driving School examiners for classes A,B,D,E,F,M [1 of 3 positions currently on hand]
Master Examiner Trainer	AG43	5	6	\$ 42,510	\$ 255,060	\$ 114,777	\$ 369,837	*These positions (6) are critical for CDL Testing Site Expansions. Master examiner training team for SCDMV and Third Party / Driving School examiners for classes A,B,D,E,F,M [2 of 6 positions currently on hand]
License Examiner II	JA92	4	37	\$ 33,896	\$ 1,254,152	\$ 564,368	\$ 1,818,520	*These positions (37) are critical for CDL Testing Site Expansions. License examiners for SCDMV that conduct performance tests for all classes of driver's licenses including Commercial Driver's Licenses (CDL)
Training Management System Administrator	AG41	4	1	\$ 35,970	\$ 35,970	\$ 16,187	\$ 52,157	Supports HQ training team and Examiner Training Unit team by maintaining agency Training Management System database and perform course administrative processes
Agency Knowledge Management Administrator	AH40	6	1	\$ 53,955	\$ 53,955	\$ 24,280	\$ 78,235	SCDMV Knowledge Manager responsible for content on agency's public facing website and managing agency internal knowledge management platforms (SharePoint, PowerDMS, etc)
Data Governance & Data Privacy Officer	AH50	8	1	\$ 92,650	\$ 92,650	\$ 41,693	\$ 134,343	Serves as the agency's Data Officer and agency Privacy Officer responsible for policy and governance regarding access to SCDMV data as well as the specific management and access to PII
Data Coordinator	AH10	5	4	\$ 52,320	\$ 209,280	\$ 94,176	\$ 303,456	Coordinate the receipt/review/processing/establishment and management of data access customer accounts -- one coordinator handles Bulk Data and FOIA / other handles Member Services and ENS
Data Administrator	AA75	4	1	\$ 41,420	\$ 41,420	\$ 18,639	\$ 60,059	Manages database of all agency data customers, to ensure agency awareness of data access, currency of contract vehicles, and management of customer accounts
Project Manager II	AK05	8	2	\$ 92,650	\$ 185,300	\$ 83,385	\$ 268,685	One position manages SCDMV PMO office to manage enterprise strategic projects for the agency; other position serves as the IT project manager to coordinate IT participation in IT projects
Project Manager I	AK04	7	1	\$ 76,300	\$ 76,300	\$ 34,335	\$ 110,635	Assists in oversight of agency PMO and provides project management for enterprise wide strategic projects
Project Coordinator	AK03	6	4	\$ 59,950	\$ 239,800	\$ 107,910	\$ 347,710	Provides project management for agency level projects to ensure cross-functional collaboration and completion
IT Services Specialist II	AM61	4	2	\$ 2,984	\$ 5,968	\$ 2,686	\$ 8,654	Convert 2 current night batch support temps to FTE and add responsibilities for monitoring and handling power and circuit outage alerts currently performed by on call NOC employee.
IT Technician III	AM72	6	3	\$ 3,159	\$ 9,477	\$ 4,265	\$ 13,742	Convert 3 current Desktop temps to FTE to help desktop team absorb unplanned requests and implement larger projects and equipment rollouts.

JUSTIFICATION OF REQUEST

	Microsoft Services Engineer	AM21	8	1	\$ 95,920	\$ 95,920	\$ 43,164	\$ 139,084	Responsible for management of Microsoft application and online technologies to ensure we are leveraging full functionality,
	Security Team Manager	AM56	8	1	\$ 95,920	\$ 95,920	\$ 43,164	\$ 139,084	Dedicated Security Team Manager responsible for managing the IT security team including overseeing daily operational activities, monitoring and reporting on security projects, maintaining security currency
	Systems Engineer I	AM20	7	1	\$ 81,750	\$ 81,750	\$ 36,788	\$ 118,538	Need a second resource for AAMVA UNI system technologies. Planning and implementing upgrades, maintenance, troubleshooting, etc. In addition to staying abreast of AAMVA roadmap of technology changes.
	IT Data Analyst	AM05	7	1	\$ 70,850	\$ 70,850	\$ 31,883	\$ 102,733	Assist agency data governance process, agency strategic objective assessments and provide analytical information to enable data driven decision making in the agency.
	Customer Service Specialist	AA50	3	21	\$ 27,250	\$ 572,250	\$ 257,513	\$ 829,763	Add 21 FTE Cust Ser Spec to contact center to service the increased call volume which has increased more than 30% in last two years. Current manning: 42 FTEs and 22 Part-Time Temps.
	Assistant Office Supervisor	AH30	4	3	\$ 34,880	\$ 104,640	\$ 47,088	\$ 151,728	Provides management and supervision of increased contact center capacity
	Office Supervisor	AH35	5	3	\$ 40,330	\$ 120,990	\$ 54,446	\$ 175,436	Add supervisors in key functional areas of MTR, Research, MCS areas to improve efficiency, provide quality assurance and ensure leader/led ratio
	HR Technician	AG06	4	1	\$ 34,008	\$ 34,008	\$ 15,304	\$ 49,312	Additional HR Technician to increase HR support capacity to SCDMV workforce
	General Maintenance Tech. III	KC35	5	3	\$ 45,605	\$ 136,815	\$ 61,567	\$ 198,382	SCDMV has 65 buildings statewide. Facilities Mgmt current staffed by 2 managers, 7 gen maint techs III (2 on workers comp), 1 gen maint tech I.
	General Maintenance Tech. I	KC32	3	1	\$ 29,021	\$ 29,021	\$ 13,059	\$ 42,080	SCDMV has 65 buildings statewide. Facilities Mgmt current staffed by 2 managers, 7 gen maint techs III (2 on workers comp), 1 gen maint tech I.
	Internal Audit Manager	AN23	7	1	\$ 65,400	\$ 65,400	\$ 29,430	\$ 94,830	Supervisory position to oversee auditing functions of the agency which would be consolidated into an agency audit office.
	Internal Auditor	AF10	6	2	\$ 44,690	\$ 89,380	\$ 40,221	\$ 129,601	Increase Internal Audit capacity to conduct routine audits of SCDMV Branch Office and business unit operations.
	Fraud Inspector	JA80	4	1	\$ 32,700	\$ 32,700	\$ 14,715	\$ 47,415	Adds one investigator to the Fraud Detection Unit to improve agency's ability to proactively identify fraudulent activity and quickly effect controls.
	Internal Investigator	JA20	6	1	\$ 51,230	\$ 51,230	\$ 23,054	\$ 74,284	Adds one investigator to the Internal Affairs Unit to improve efficiency of investigations as well as add capacity to handle investigations.
				107		\$ 4,179,400	\$1,880,735	\$ 6,060,135	
	RECURRING OPERATING COST (\$700 annual per employee*)							\$ 74,900	
	TOTAL COST							\$ 6,135,035	
Recurring Operating Cost per employee: Computer \$1,000, replaced every three years \$333 Managed Print printer \$300 Software, office equipment, supplies \$67 Total \$700									

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	3
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Infrastructure Maintenance Fee Quality Assurance Team
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$220,300 Federal: \$0 Other: \$0 Total: \$220,300
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What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	4.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input checked="" type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/>	Non-mandated program change in service levels or areas
	<input type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
	<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input checked="" type="checkbox"/>	Public Infrastructure and Economic Development
	<input type="checkbox"/>	Government and Citizens

ACCOUNTABILITY OF FUNDS	1.2 Ensure revenues collected are distributed in order to provide financial support to outside organizations 3.2 Maintain and increase internal and external auditing functions 3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate
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What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	DMV Employees
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	<p>The DMV is requesting four new positions within the Infrastructure Maintenance Fee (IMF) section to assist with the quality assurance inspections and reconciliation of dealer sales records for the IMF Program. These positions would consist of three AA75 Administrative Assistants and one AH10 Program Coordinator I (QA Manager).</p> <p>The DMV currently has one Administrative Assistant that performs quality reviews of IMF transactions. Since starting the program in late 2019, the agency suspects it has identified nearly \$1 million in revenue the State is otherwise owed that wasn't paid by dealerships. Due to the COVID-19 pandemic, the DMV had to shift the employee who was completing these quality assurance checks to other departments meaning the agency</p>
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**JUSTIFICATION OF
REQUEST**

could not solely focus on continuing the program. Before COVID, however, the agency can definitively say that in four months, the single employee identified approximately \$300,000 in IMF revenue that was not collected. This program will pay for itself and benefit the Department of Transportation.

Due to the time and research required, our current employee has only been able to review between 5%-10% of the total transactions. Adding four positions to this staff will allow the DMV to maintain a quality review of approximately 50% of the total IMF and Road Use Fee transactions.

Maintaining a 50% review capability should significantly reduce lost revenue and improve dealer transactions by reducing potential errors or fraud.

- Four (4) Quality Assurance FTEs to perform quality assurance reviews. Personnel would consist of:
 - **1 x AH10 Program Coordinator I (QA Manager) - Salary: \$44,692**
 - Full cost with fringe (45%): \$64,803
 - Plus technology cost of \$700/year
 - Total cost for one AH10: \$65,503
 - **3 x AA75 Administrative Assistants – Salary: \$35,103**
 - Full cost with fringe (45%): \$50,900
 - Plus technology cost of \$700/year per employee
 - Total cost for three AA75s: \$154,798

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	4
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Act #37 of 2021
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$495,450 Federal: \$0 Other: \$0 Total: \$495,450
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What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	3.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark "X" for all that apply:	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input type="checkbox"/>	Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
	<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark "X" for primary applicable Statewide Enterprise Strategic Objective:	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input checked="" type="checkbox"/>	Public Infrastructure and Economic Development
	<input type="checkbox"/>	Government and Citizens

ACCOUNTABILITY OF FUNDS	<p>This request does not have a specific strategy linked to it. The purpose of this request is to fully implement Act #37 of 2021 which does not take effect until 24 months after being fully funded. Proviso 82.6 directs the agency to spend its carry forward on the non-recurring portions of this Act. The employees that will be hired with these appropriations will be supervised and monitored through the traditional employment mechanisms and EPMS protocol.</p>
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What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	<p>1 IT Contractor, 3 DMV FTEs</p>
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	<p>In order to fully implement Act #37 of 2021, the DMV is requesting three new FTEs, one IT contractor, and recurring appropriations to fund system maintenance of the agency's motor carrier system, colloquially referred to as its vendor name, "Celtic."</p> <p>The total recurring cost of \$495,450 is broken down as follows:</p> <p>Each FTE would cost \$61,450. This includes a salary of \$41,897 and 45% fringe. Additionally, each employee's computer, printer, and software would be an additional \$700 each year. The total for the three DMV FTEs is \$184,350.</p> <p>The IT contractor cost is \$166,400 plus an additional \$700 for computer, printer, and software, totaling \$167,100 annually.</p> <p>The system maintenance for Celtic is \$144,000 annually.</p>
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**JUSTIFICATION OF
REQUEST**

In 2021, the DMV submitted a Fiscal Impact Statement (FIS) to Revenue and Fiscal Affairs with the recurring portion totaled at \$472,050. The IT Contractor and the system maintenance costs remain the same in this request as in the FIS, but the reason for the increase in the salaries of requested FTEs is due to the 2.5% general increase the General Assembly provided state employees at the start of FY22. Additionally, the General Assembly partially funded the DMV's Career Pathing Plan in FY22 meaning the DMV is applying the same Career Pathing amounts to this request as it applied to other positions in the agency when determining accurate salaries and classifications for most of its employees (please see priority #1 for more information).

The IT Contractor will be a dedicated contractor solely for the agency's motor carrier system.

The three FTEs will work in the agency's Motor Carrier Services (MCS) office, which falls under Titles and Registrations in the Vehicle Services department. These three employees will be additional staff to process transactions for large intrastate commercial motor vehicles (CMVs) as required under the Act. Currently, MCS solely handles interstate CMVs. The agency is requesting new positions to complete the requirements of this Act because it is using the majority of its currently unfunded FTE headcount to "right size" based on the need to increase agency personnel to handle other mission-critical functions (please see priority #2 for more information).

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	5
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Rental Car Companies Plate Management Program Team
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$168,700 Federal: \$0 Other: \$0 Total: \$168,700
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What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	3.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/>	Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
	<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input checked="" type="checkbox"/>	Public Infrastructure and Economic Development
	<input type="checkbox"/>	Government and Citizens

ACCOUNTABILITY OF FUNDS	3.2 Implement internal and external auditing functions 3.3 Introduce effective measures to reduce fraud and introduce new measures when appropriate
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What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	DMV Employees
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	<p>The DMV is requesting three new positions within the Electronic Registrations & Titles (ERT) department to conduct routine quality assurance (QA) inspections and reconciliation of rental car companies' title and registrations records for the Plate Management Program. These positions would consist of two AH30 Program Assistants and one AH35 Program Coordinator II (QA Manager).</p> <p>In 2018, the DMV authorized a pilot for two rental car companies (Hertz & Enterprise) to store and manage license plates for their rental car fleet. Rental car companies were seeking operational efficiencies due to the introduction of traceable temporary license plate legislation. By managing a pre-established stock of metal plates within the company, the rental car companies greatly reduced the logistical burden and cost of coordinating the delivery of registration cards and metal plates to all current rented vehicles, many of which travel out of state. The program has proven extremely beneficial for the participating rental car companies. It immediately increases the available rental car stock to the general public by offering immediate registrations and plating of newly arrived rental vehicle stock.</p>
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JUSTIFICATION OF REQUEST

This authorization was implemented without appropriate oversight mechanisms. This initiative did not include enforceable program standards or quality assurance measures that ensure that plate stock is adequately managed and secured. This initiative also failed to include other rental car companies that are not affiliated with the two participating rental car companies.

With approved funding for three positions, the DMV will implement a structured Quality Assurance Program for rental car companies' plate management and registration activities. This program would include program standards, penalties, oversight, and contractual agreements between the agency and companies agreeing to the program terms.

An authorized and funded program will encompass:

- Three (3) Quality Assurance FTEs to oversee, inspect, and manage plate stock issuance to rental car companies who sign a binding program contract. Personnel would consist of:
 - 1 x Quality Assurance (QA) Program Coordinator II (AH35/Band 05) - Salary: \$44,692
 - Full cost with fringe (45%): \$64,803
 - Plus technology cost of \$700/year
 - Total for AH35: \$65,503
 - 2 x Program Assistants (AH30/Band 04) – Salary: \$35,102 each
 - Full cost with fringe (45%): \$101,796
 - Plus technology cost of \$700/year for both employees
 - Total cost for two AH30s: \$103,196
- Program standards that specify, at a minimum, the following:
 - Plate ordering procedures (Through the HQs QA team)
 - Plate storage procedures and secure room standards
 - Title & Registration processing
 - Reporting requirements
 - Documentation maintenance requirements
 - Penalties and actions for non-compliance
 - On-site Inspection requirements
- Fully executed Memorandum of Agreement (MOA) or contract that specifies compliance requirements with program standards and acknowledges actions for non-compliance

Without approved funding, the DMV will be forced to cancel the current pilot program with Hertz and Enterprise, collecting all stored plates. This course of action will increase the rental car companies' costs and levy a negative operational impact. Rental car companies will be required to either track all new fleet vehicles through the registration process, coordinating the shipment of the metal plate to the appropriate rented registered vehicle, or not place new fleet vehicles into operation until a metal plate is received. Both actions would negatively impact revenue for impacted companies.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	6
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Cyber Insurance
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$120,000 Federal: \$0 Other: \$0 Total: \$120,000
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What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input type="checkbox"/>	Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input checked="" type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
	<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input checked="" type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
	<input type="checkbox"/>	Government and Citizens

ACCOUNTABILITY OF FUNDS	<p>3.1 Increase the SCDMV’s security posture of its network infrastructure for business to business transactions to better protect SC citizens’ data</p> <p>3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate</p>
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What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency’s accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	Vendors
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	<p>Cyber Liability Insurance is necessary for the Department of Motor Vehicles to mitigate any losses caused by damage, theft, disruption or corruption of electronic data due to a cyber-attack. Cyber liability insurance is designed to cover losses related to hacking that other insurance policies will not cover.</p> <p>Cyber Attacks have become a prominent threat to public organizations that store Personally Identifiable Information (PII) and the Department of Motor Vehicles has taken adequate precautions to ensure the security of our PII by participating in Cyber Security Awareness Training and Cyber Security initiatives.</p>
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**JUSTIFICATION OF
REQUEST**

Even with the precautions taken by DMV, cyber-attacks remain a relevant threat to our agency and the citizens of South Carolina. An example of this would be the South Carolina Department of Revenue (SCDOR) data breach resulting in the theft of 3.6 Million taxpayers' social security numbers and as a result, the State of SC incurred ~\$24 Million in damages/losses.

The SCDMV is requesting updated quotes for cyber insurance policies from vendors on state contract. Based on 2019 quotes, a policy for \$10m in coverage had an \$80,000 annual premium. We will revise this budget request when current quotes are received however, given recent rise in cyber attacks across US companies, indications are premiums have risen by 50% or more in the last year so this request is currently for \$120k.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	8
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Establish Motor Carrier Services State Funded Program
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$471,228 Federal: \$0 Other: \$0 Total: \$471,228
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What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	13.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:
	<input type="checkbox"/> Change in cost of providing current services to existing program audience
	<input checked="" type="checkbox"/> Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/> Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/> Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/> Proposed establishment of a new program or initiative
	<input type="checkbox"/> Loss of federal or other external financial support for existing program
	<input type="checkbox"/> Exhaustion of fund balances previously used to support program
	<input type="checkbox"/> IT Technology/Security related
	<input type="checkbox"/> Consulted DTO during development
	<input checked="" type="checkbox"/> Related to a Non-Recurring request – If so, Priority # 9

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:
	<input type="checkbox"/> Education, Training, and Human Development
	<input type="checkbox"/> Healthy and Safe Families
	<input type="checkbox"/> Maintaining Safety, Integrity, and Security
	<input type="checkbox"/> Public Infrastructure and Economic Development
	<input checked="" type="checkbox"/> Government and Citizens

ACCOUNTABILITY OF FUNDS	1.3 Reduce backlogs to ensure five-business-day turnaround standard 2.1 Increase the number of services available online and technologies for improved processing rates and accuracy 2.2 Secure legislative support for modernization and efficiency efforts 2.3 Leverage partnerships for deliverability of products and services 3.2 Maintain and increase internal and external auditing functions 3.3 <u>Keep and improve effective measures to reduce fraud and introduce new measures when appropriate</u>
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What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	SCDMV employees
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	<p>Note: based on current procedures, the IFTA portion of duties performed by these 13 positions will be charged to IFTA. The IFTA charges are transferred to the SC Dept. of Transportation.</p> <p>The total cost for thirteen (13) positions- salaries, fringes, operating = \$905,504.</p> <p>Salaries/fringes charged to IFTA (DOT) = \$434,276</p> <p>DMV cost for salaries, fringes, operating costs = \$471,228</p> <p>SCDMV is requesting funding for costs that will be paid by SCDMV (after IFTA reductions). SCDOT may also require funding for the \$434,276 IFTA portion of this request.</p> <p>Given the current supply chain concerns, increased commercial motor vehicle (CMV) demands, and business growth over the last few years, SCDMV requires additional and dedicated capabilities to support increased</p>
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JUSTIFICATION OF REQUEST

capabilities for CMV processing, training, testing, and information sharing to better support the commercial trucking industry. This request seeks funding to create a Motor Carrier Services Program within SCDMV, focused on improved, efficient service delivery for commercial motor vehicle customers.

The current supply-chain crisis has highlighted requirements to rapidly process motor carrier transactions, train additional examiners, certify Third-Party testing agencies, and to better inform the CMV industry of changes within state laws and federal regulations. The CMV industry has informed the agency that its current organizational structure and processing capacity is lagging industry needs; hindering industry's ability to meet supply chain requirements in efficiently and effectively.

SCDMV is requesting to stand up a dedicated Motor Carrier Services Program within the agency, maximizing the use of internal resources and requesting additional positions to better serve this unique customer base. This request will require recurring funding for thirteen (13) additional FTE positions to expand current functional capabilities to:

1. Address the increased need for additional CMV examination certifications across the state
2. Centralize information channels between SCDMV and CMV industry partners
3. Increase capabilities for rapid and efficient processing of motor carrier transactions through centralized organization and the use of future technology to increase online processing.

SCDMV is requesting funding for thirteen (13) new FTE positions. Most of these positions will support processing, training, auditing, or coordinating IRP/IFTA transactions. Each requested FTE position's salary/fringe amount has been reduced by the percentage of time estimated for performing IFTA related work. IFTA related job responsibilities range from 30% to 90%. SCDMV transfers charges for IFTA related work to SCDOT.

The agency will utilize and restructure thirty-seven (37) existing positions towards this request, allowing the agency to establish a Motor Carrier Services Program consisting of fifty (50) total personnel. The combination of the existing position and newly requested positions will enable SCDMV to provide a centralized, focused, and efficient organization dedicated to improving the CMV industry's ability to increase the availability of certified truckers and the speed in which we process their transactions.

Approving these funds will allow SCDMV to centralize CMV specific functions within the agency, improving synergy, efficiency, and focus on improving the agency's processing and coordination capabilities for multiple CMV activities (CDL, IRP/IFTA, etc.). This request also better positions the workflows when enacting all statutes within Act 37 of 2021, once fully funded.

This request will:

1. Improve SCDMV's capability to process motor carrier transactions through organizational efficiencies and having the focused strategic leadership to plan and implement future technologies to increase online processing
2. Centralize information channels through a newly established Motor Carrier Information Center (MCIC), providing increased information flow, more accurate information, more efficient processing through the reduction of documentation errors, increasing overall efficiency within the CMV industry.
3. Improve training capabilities for SCDMV employees and Third-Party testing organizations and increasing Commercial Driver's License (CDL) capacity
4. Increase auditing capability and capacity to reduce fraud and improve industry practices

Failure to provide these funds will negatively impact the motor carrier industry, furthering current supply chain issues by maintaining the current structure and operational capabilities.

DMV Salaries (after IFTA reduction) for 13 positions = \$313,150

DMV Fringes (after IFTA reductions) for 13 positions = \$140,918

DMV operating cost (software, equipment, supplies) = \$17,160

Total DMV Cost = \$471,228

Details for the thirteen (13) requested positions are listed below.

One (1) UA03 Unclassified Director – salary \$111,262

Salary with 45% fringe = \$161,330 - 30% IFTA reduction = \$112,931

Operating cost of \$1,320/year/FTE

Total cost for one Director = \$114,251

Critical to strategic leadership for the new Motor Carrier Services (MCS) Program, ensuring the department executes planning, operations, and future IT integration in concert with SCDMV's Executive Director's vision, laws, regulations, policies and procedures. [0 currently assigned]

One (1) AH55 Classified Deputy Director – salary \$93,310

Salary with 45% fringe = \$135,300 - 30% IFTA reduction = \$94,710

Operating cost of \$1,320/year/FTE

Total cost for one Deputy Director = \$96,030

Critical to strategic leadership for the new Motor Carrier Services (MCS) Program, ensuring the department executes planning, operations, and future IT integration in concert with SCDMV's executive Director's vision, laws, regulations, policies and procedures. [0 currently assigned]

One (1) AH30 Classified Program Assistant – salary \$31,592

Salary with 45% fringe = \$45,808 - 50% IFTA reduction = \$ 22,904

Operating cost of \$1,320/year/FTE

Total cost for one Program Assistant = \$24,224

Supplements the current Motor carrier processing unit Assists SCDMV employees and customers with accurate & timely transactions. [12 of 13 on hand]

One (1) AH40 Classified Program Coordinator II – salary \$43,030

Salary with 45% fringe = \$62,394 - 50% IFTA reduction = \$31,197

Operating cost of \$1,320/year/FTE

Total cost for one Program Coordinator II = \$32,517

Critical for the implementation of a new Motor Carrier Information Center (MCIC). Manages daily operations of the MCIC. Ensures SCDMV employees and customers are provided with accurate & timely information and are assisted with transactions. [0 currently assigned]

One (1) AH35 Classified Program Coordinator I – salary \$36,845

Salary with 45% fringe = \$53,425 - 50% IFTA reduction = \$26,713

Operating cost of \$1,320/year/FTE

Total cost for one Program Coordinator I = \$28,033

Critical for the implementation of a new Motor Carrier Information Center (MCIC). Supervises daily operations of the MCIC. Ensures SCDMV employees and customers are provided with accurate & timely information and are assisted with transactions. Assists MCIC Managers with daily management tasks. [0 currently assigned]

Four (4) AH30 Classified Program Assistant – salary \$31,592

Salary with 45% fringe = \$45,808 - 50% IFTA reduction = \$22,904 x 4 FTE = \$91,617

Operating cost of \$1,320/year/FTE

Total cost for 4 Program Assistants = \$96,897

Critical for the implementation of a new Motor Carrier Information Center. Centralizes communications between customers, SCDMV employees, and stakeholders. Assists SCDMV employees and customers with accurate & timely transactions. [0 currently assigned]

Two (2) AG43 Master Examiner Trainer – salary \$42,510

Salary with 45% fringe = \$61,640 - 50% IFTA reduction = \$30,820 x 2 FTE = \$61,640

Operating cost of \$1,320/year/FTE

Total cost for 2 Master Examiner Trainers = \$64,280

***These positions (2) are critical for agency IFTA/IRP training and CDL Testing Site Expansions.** Master Examiner Training Team for SCDMV focusing on internal/external IFTA/IRP training, while supporting Third Party / Driving School examiners for classes A,B,D,E,F,M. [2 of 6 positions currently on hand]

Two (2) AF10 Compliance Analyst – salary \$42,612

Salary with 45% fringe = \$61,787 - 90% IFTA reduction = \$6,179 x 2 FTE = \$12,357

Operating cost of \$1,320/year/FTE

Total cost for 2 Compliance Analyst = \$14,997

*** These (2) positions are critical to meet IRP/IFTA audit requirements.** International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) requires a set percentage of audits based on motor carriers in South Carolina. {6 of 8 on hand}

Each FTE's \$1,320 annual operating cost consist of computer \$333 (\$1,000 replaced every 3 yrs), ManagedPrint printer \$300, software-office equipment-supplies \$67, and Segra phone software \$620.

SCDMV also has 5 positions requested on our 2nd priority request (Functional Capability Gaps) that are essential to establishing a Motor Carrier Services state funded program:

One Examiner Training Unit Supervisor – \$71,123 for salary/fringe

One Senior Master Examiner - \$65,355 for salary/fringe

Three Master Examiner Trainers - \$184,919 for salary/fringe

Total salaries and fringes for 5 positions - \$321,396

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM B2 – NON-RECURRING OPERATING REQUEST

AGENCY PRIORITY	9
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Establish Motor Carrier Services State Funded Program
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Provide a brief, descriptive title for this request.

AMOUNT	\$1,092,000
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What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

FACTORS ASSOCIATED WITH THE REQUEST	Mark "X" for all that apply:	
	<input checked="" type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input checked="" type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/>	Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
	<input checked="" type="checkbox"/>	Request for Non-Recurring Appropriations
	<input type="checkbox"/>	Request for Federal/Other Authorization to spend existing funding
	<input checked="" type="checkbox"/>	Related to a Recurring request – If so, Priority # Establish Motor Carrier Services State Funded Program

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark "X" for primary applicable Statewide Enterprise Strategic Objective:	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
	<input checked="" type="checkbox"/>	Government and Citizens

ACCOUNTABILITY OF FUNDS	<p>1.1 Ensure the average initial wait time for a customer stays below 20 minutes per business day</p> <p>1.3 Reduce backlogs to ensure five-business-day turnaround standard</p> <p>2.2 Secure legislative support for modernization and efficiency efforts</p> <p>2.3 Leverage partnerships for deliverability of products and services</p> <p>3.2 Maintain and increase internal and external auditing functions</p> <p>3.3 Keep and improve effective measures to reduce fraud and introduce new measures when appropriate</p>
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What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	Vendors
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

JUSTIFICATION OF REQUEST	<p>Given the recent supply chain concerns and growth in businesses and population of the past several years, SCDMV is requesting non-recurring funds to conduct the physical reorganization of one of the agency's floors to accommodate a dedicated Motor Carrier Services (MCS) Program.</p> <p>The Commercial Motor Vehicle (CMV) industry has informed the agency that its current organizational structure and processing capacity is lagging industry needs; hindering industry's ability to meet supply chain requirements in efficiently and effectively. Reorganizing SCDMV's current physical department layout is critical to consolidating multiple groups of existing employees into a centralized MCS Program.</p> <p>Currently most of the agency's furnishings are over two (2) decades old. Cubicle furniture parts and partitions are no longer available to facilitate repurposing existing materials. To facilitate the organizational restructuring necessary to meet the CMV industry needs, SCDMV is requesting \$1,010,000 in non-recurring funds to purchase new furniture to efficiently use existing space within SCDMV's headquarters building. The build plan would restructure SCDMV's Driver Services Department into a more efficient layout, freeing up space to build out the new MCS Program cubicle furniture.</p> <p>Cubicle furniture purchase plans would utilize newer furniture designs to maximize space and productivity. The availability of modern modular design affords the agency to create safe and efficient workspaces in smaller areas than previously used. Use of newly designed modular furnishings have allowed cost effective workspace design that dramatically improve workflows, gaining increased productivity, visibility, collaboration, and accountability.</p> <p>\$80,000 in non-recurring funds are also requested to purchase a >26,000lb tractor-trailer combination to increase Commercial Driver's License (CDL) training/certification and training capability. Currently SCDMV must borrow or rent a</p>
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tractor trailer to increase throughput of training/certification, which has proven unreliable and inefficient for meeting the trucking community’s training/certification needs.

Lastly, \$2,000 non-recurring funds are requested for a one-time purchase for headsets for a newly organized Motor Carrier Information Center (MCIC). The MCIC will greatly enhance the agency’s capability to centralize motor carrier specific information for the CMV industry and SCDMV employees processing CMV transactions.

Failure to approving these funds will result in forcing SCDMV to maintain the current operating structure, which has proven to lack the efficient and effective, results oriented service levels the trucking industry requires.

Request summary:

Purchase/install cubicle furniture \$1,010,000

Purchase tractor-trailer \$80,000

Purchase headsets \$2,000

Total \$1,092,000

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM C – CAPITAL REQUEST

AGENCY PRIORITY	7
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	CDL Testing Site Expansion
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Provide a brief, descriptive title for this request.

AMOUNT	\$3,201,370
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How much is requested for this project in FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.

CPIP PRIORITY	This request originated from the Governor's Office.
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SCDMV CPIP includes refurbishing CDL sites to meet new federal guidelines in year 2 of 2 (priority 9 of 18). There is no contingency plan in the event that funding is not made available.

Identify the project's CPIP plan year and priority number, along with the first year in which the project was included in the agency's CPIP. If not included in the agency's CPIP, please provide an explanation. If the project involves a request for appropriated state funding, briefly describe the agency's contingency plan in the event that state funding is not made available in the amount requested.

OTHER APPROVALS	Requested by Governor's office.
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What approvals have already been obtained? Are there additional approvals that must be secured in order for the project to succeed? (Institutional board, JBRC, SFAA, etc.)

LONG-TERM PLANNING AND SUSTAINABILITY	Recurring budget requests are associated with this Capital Request.
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Thirty-seven (37) License Examiner positions and nine (9) License Examiner training positions are included in the SCDMV priority #2 request that are essential to this Capital Request. Classified salaries for these positions total \$1,648,406, Employer Benefits total \$741,783, and recurring operating costs for these forty-six totals \$32,200 (includes annualized computer, printer, software, and supplies totaling \$700 per FTE). Total recurring costs of \$2,422,389 are associated with these positions. **See priority #2 – Functional Capability Gaps recurring budget request for forty-six positions that are noted as critical for this request.**

What other funds have already been invested in this project (source/type, amount, timeframe)? Will other capital and/or operating funds for this project be requested in the future? If so, how much, and in which fiscal years? Has a source for those funds been identified/secured? What is the agency's expectation with regard to additional annual costs or savings associated with this capital improvement? What source of funds will be impacted by those costs or savings? What is the expected useful life of the capital improvement?

	This Capital Request originated from the Governor's Office. The intent is to allow the State of South Carolina to increase capability of performing Commercial Driver's License testing.
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This Capital Request is comprised of developing CDL testing sites at the locations listed below. Due to time allotted to develop this request, a professional assessment could not be performed on these sites. A 15% contingency cost is included for each location to allow for unforeseen issues. Sites included in this request are listed below.

*** Construct new CDL pads at four DMV offices:**

North Augusta \$446,545

Bennettsville \$389,275

Rock Hill \$619,275

Sumter \$446,775

****Refurbish/extend pads to meet federal guidelines at five DMV offices:**

Beaufort \$259,900

Charleston (Leeds Ave) \$259,900

Dillon \$259,900

Lake City \$259,900

Spartanburg (Southport) \$259,900

Total cost estimate to develop nine additional CDL testing sites is \$3,201,370.

SUMMARY

Details of cost estimates are listed below

*COUNTY	AIKEN	**COUNTY	BEAUFORT
LOCATION	NORTH AUGUSTA	LOCATION	BEAUFORT
PROJECT MGMT	\$10,000	PROJECT MGMT	\$7,000
CIVIL ENGR	\$17,000	CIVIL ENGR	\$10,000
INSPECTOR	\$9,800	INSPECTOR	\$7,500
ADD PAD	\$350,000	REFURB & EXT	\$200,000
STRIPE	\$1,500	STRIPE	\$1,500
<i>SUBTOTAL</i>	\$388,300	<i>SUBTOTAL</i>	<i>\$226,000</i>
<i>15% CONTINGENCY</i>	\$58,245	<i>15% CONTINGENCY</i>	\$33,900
<i>TOTAL</i>	\$446,545	<i>TOTAL</i>	\$259,900
*COUNTY	MARLBORO	**COUNTY	CHARLESTON
LOCATION	BENNETTSVILLE	LOCATION	LEEDS AVE
PROJECT MGMT	\$10,000	PROJECT MGMT	\$7,000
CIVIL ENGR	\$17,000	CIVIL ENGR	\$10,000
INSPECTOR	\$10,000	INSPECTOR	\$7,500
ADD PAD	\$300,000	REFURB & EXT	\$200,000
STRIPE	\$1,500	STRIPE	\$1,500
<i>SUBTOTAL</i>	<i>\$338,500</i>	<i>SUBTOTAL</i>	<i>\$226,000</i>
<i>15% CONTINGENCY</i>	\$50,775	<i>15% CONTINGENCY</i>	\$33,900
<i>TOTAL</i>	\$389,275	<i>TOTAL</i>	\$259,900
*COUNTY	YORK	**COUNTY	DILLON
LOCATION	ROCK HILL	LOCATION	DILLON
PROJECT MGMT	\$10,000	PROJECT MGMT	\$7,000
CIVIL ENGR	\$17,000	CIVIL ENGR	\$10,000
INSPECTOR	\$10,000	INSPECTOR	\$7,500
ADD PAD	\$500,000	REFURB & EXT	\$200,000
STRIPE	\$1,500	STRIPE	\$1,500
<i>SUBTOTAL</i>	<i>\$538,500</i>	<i>SUBTOTAL</i>	<i>\$226,000</i>
<i>15% CONTINGENCY</i>	\$80,775	<i>15% CONTINGENCY</i>	\$33,900
<i>TOTAL</i>	\$619,275	<i>TOTAL</i>	\$259,900
*COUNTY	SUMTER	**COUNTY	FLORENCE
LOCATION	SUMTER	LOCATION	LAKE CITY
PROJECT MGMT	\$10,000	PROJECT MGMT	\$7,000
CIVIL ENGR	\$17,000	CIVIL ENGR	\$10,000
INSPECTOR	\$10,000	INSPECTOR	\$7,500
ADD PAD	\$350,000	REFURB & EXT	\$200,000
STRIPE	\$1,500	STRIPE	\$1,500
<i>SUBTOTAL</i>	<i>\$388,500</i>	<i>SUBTOTAL</i>	<i>\$226,000</i>
<i>15% CONTINGENCY</i>	\$58,275	<i>15% CONTINGENCY</i>	\$33,900
<i>TOTAL</i>	\$446,775	<i>TOTAL</i>	\$259,900
		**COUNTY	SPARTANBURG
		LOCATION	SOUTHPORT
		PROJECT MGMT	\$7,000
		CIVIL ENGR	\$10,000
		INSPECTOR	\$7,500
		REFURB & EXT	\$200,000
		STRIPE	\$1,500
		<i>SUBTOTAL</i>	<i>\$226,000</i>
		<i>15% CONTINGENCY</i>	\$33,900
		<i>TOTAL</i>	\$259,900

Provide a summary of the project and explain why it is necessary. Please refer to the budget guidelines for appropriate questions and thoroughly answer all related items.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM D – PROVISO REVISION REQUEST

NUMBER	82.2
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Cite the proviso according to the renumbered list (or mark "NEW").

TITLE	Cost Recovery Fee/Sale of Photos or Digitized Images
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Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	Administration 0100.000000.000
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Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	None
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Is this request associated with a budget request you have submitted for FY 2022-2023? If so, cite it here.

REQUESTED ACTION	Amend
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Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	None
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Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	<p>During FY19, the DMV was under study with the House Legislative Oversight Committee after which the Committee recommended the DMV request an edit to this proviso which conflicts with current agency practice. The proviso directs the DMV to retain fees collected "to recover the costs of the production, purchase, handling and mailing of documents, publications, records and data sets." However, the DMV is currently depositing the majority of these fees into the Department of Transportation's State Highway Fund, as indicated in SC Code of Laws Section 56-9-330(2). The amendment to the proviso will simply de-conflict the proviso and the Code since it still reads as if the DMV is retaining the funds collected by the proviso.</p>
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Summarize the existing proviso. If requesting a new proviso, describe the current state of affairs without it. Explain the need for your requested action. For deletion requests due to recent codification, please identify SC Code section where language now appears.

FISCAL IMPACT	<p>There is no fiscal impact to this amendment. Amending this proviso simply clarifies current agency operations.</p>
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Provide estimates of any fiscal impacts associated with this proviso, whether for state, federal, or other funds. Explain the method of calculation.

**PROPOSED PROVISIO
TEXT**

(DMV: Cost Recovery Fee/Sale of Photos or Digitized Images) The Department of Motor Vehicles may collect processing fees and fees to recover the costs of the production, purchase, handling and mailing of documents, publications, records and data sets. The department may collect and retain fees to defray the cost associated with fulfilling a Freedom of Information Act (FOIA) request. The amount charged by the Department of Motor Vehicles for any fees collected pursuant to this proviso may not exceed the rates that the department charged as of February 1, 2001. The Department of Motor Vehicles may not sell, provide or otherwise furnish to private parties, copies of photographs, whether digitized or not, taken for the purpose of a driver's license or personal identification card. Photographs and digitized images from a driver's license or personal identification card are not considered public records. ~~Funds derived from these sources shall be retained by the department.~~ **With the exception of the cost associated with fulfilling a FOIA request, revenue generated by the fees imposed by this proviso must be placed into the State highway Fund as established by Section 57-11-20, to be distributed as provided in Section 11-43-167.**

Paste existing text above, then bold and underline insertions and strikethrough deletions. For new proviso requests, enter requested text above.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM D – PROVISO REVISION REQUEST

NUMBER	82.6
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Cite the proviso according to the renumbered list (or mark “NEW”).

TITLE	Fund Balance Carry Forward
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Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	All SCDMV Funded Programs
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Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	None
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Is this request associated with a budget request you have submitted for FY 2022-2023? If so, cite it here.

REQUESTED ACTION	Amend
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Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	None
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Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	<p>Fund Balance Carry Forward proviso: The current proviso allows DMV to carry forward any unexpended general fund balance or other funds not designated for REAL ID and/or Phoenix III from the prior fiscal year and expend those funds in the current fiscal year for expenditures as needed. The current proviso also states that the first \$3,567,925 of carry forward funds shall go towards Act 37 of 2021.</p> <p>The requested revision seeks approval to reword the proviso to allow DMV to carry forward any unexpended general fund balance or other funds not designated for REAL ID and/or Act 37 non-recurring expenses from the prior fiscal year and expend those funds in the current fiscal year for expenditures as needed.</p> <p>The reference to Phoenix III will be stricken because the pilot, to which the mention in this proviso pertained, was completed two years ago.</p>
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Summarize the existing proviso. If requesting a new proviso, describe the current state of affairs without it. Explain the need for your requested action. For deletion requests due to recent codification, please identify SC Code section where language now appears.

FISCAL IMPACT	<p>No fiscal impacts have been prepared regarding the changes to provisos requested.</p> <p>The total non-recurring portion of Act 37 of 2021 equals \$3,567,925.</p>
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Provide estimates of any fiscal impacts associated with this proviso, whether for state, federal, or other funds. Explain the method of calculation.

**PROPOSED PROVISIO
TEXT**

(DMV: Fund Balance Carry Forward) The Department of Motor Vehicles may carry forward any unexpended general fund balance or other funds not designated for REAL ID and/or **Act 37 non-recurring expense** ~~Phoenix III~~ from the prior fiscal year and expend those funds in the current fiscal year for expenditures as needed. ~~The first \$3,567,925 of carry forward funds shall go towards Act 37 of 2021.~~

Paste existing text above, then bold and underline insertions and strikethrough deletions. For new proviso requests, enter requested text above.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM D – PROVISO REVISION REQUEST

NUMBER	82.7
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Cite the proviso according to the renumbered list (or mark "NEW").

TITLE	Real ID
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Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	All SCDMV Funded Programs
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Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	None
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Is this request associated with a budget request you have submitted for FY 2022-2023? If so, cite it here.

REQUESTED ACTION	Amend
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Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	None
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Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	<p>REAL ID: The current proviso allows the SCDMV to expend any earmarked cash reserves on REAL ID in 2021-2022.</p> <p>The requested revision seeks approval to reword the proviso to allow the SCDMV to spend the remainder of earmarked cash reserves on REAL ID in 2022-2023, if any exists. Due to the COVID-19 pandemic, the implementation date of REAL ID has been pushed back to May 3, 2023. The SCDMV will continue to use these funds to ensure citizens are as prepared as possible to board domestic commercial flights, enter secure federal buildings, and visit military installations in 2023.</p>
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Summarize the existing proviso. If requesting a new proviso, describe the current state of affairs without it. Explain the need for your requested action. For deletion requests due to recent codification, please identify SC Code section where language now appears.

FISCAL IMPACT	SCDMV REAL ID expenses are \$3.6 million per fiscal year.
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Provide estimates of any fiscal impacts associated with this proviso, whether for state, federal, or other funds. Explain the method of calculation.

**PROPOSED PROVISIO
TEXT**

(DMV: REAL ID) For Fiscal Year ~~2021-22~~ **2022-23**, the Department of Motor Vehicles may expend any available earmarked cash reserves on the implementation of REAL ID.

Paste existing text above, then bold and underline insertions and strikethrough deletions. For new proviso requests, enter requested text above.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM D – PROVISO REVISION REQUEST

NUMBER	NEW <i>Cite the proviso according to the renumbered list (or mark "NEW").</i>
TITLE	Commercial Driver's License Skills Test Fee <i>Provide the title from the renumbered list or suggest a short title for any new request.</i>
BUDGET PROGRAM	Customer Service Centers <i>Identify the associated budget program(s) by name and budget section.</i>
RELATED BUDGET REQUEST	Priority #7 – Capital Request for CDL Testing Site Expansion <i>Is this request associated with a budget request you have submitted for FY 2022-2023? If so, cite it here.</i>
REQUESTED ACTION	Add <i>Choose from: Add, Delete, Amend, or Codify.</i>
OTHER AGENCIES AFFECTED	None <i>Which other agencies would be affected by the recommended action? How?</i>

SUMMARY & EXPLANATION	<p>The addition of this proviso will allow the Department of Motor Vehicles to levy a fee for commercial driver's license applicants when they schedule a skills test for their CDL at one of the department's branch offices.</p> <p>The DMV is currently experiencing a 20-40% on average no-show rate at some of its CDL branches (only nine currently offer the CDL skills tests). Because there is no repercussion to not making your scheduled appointment, applicants are easily able to make an appointment and not show up for it, thus taking away the possibility that an applicant who can make the appointment can schedule to do so. There is a need to increase the CDL applicant throughput in the state, and without a requirement that people who need to take the test must pay up front for their test, there is a gap in the current system.</p> <p>§56-1-2080(A)(1) allows the DMV to charge a \$25 fee for every CDL skills test after the first attempt. This proviso would allow the DMV to levy this fee on the first skills test (when an applicant makes appointment). If the applicant shows up to the skills test and passes, the money would be credited towards the applicant's \$40 CDL (license fee of \$25 and application of \$15). If the applicant didn't show up, the \$25 would be retained by the Department. If the applicant showed up and failed, the \$25 would cover the second attempt cost authorized in the law section above. Money from the second and subsequent attempts would go to the State Highway Fund per current law.</p> <p><i>Summarize the existing proviso. If requesting a new proviso, describe the current state of affairs without it. Explain the need for your requested action. For deletion requests due to recent codification, please identify SC Code section where language now appears.</i></p>
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FISCAL IMPACT	<p>While this a variable number, during the week of November 1-5, of the 112 CDL skills tests scheduled at DMV branches across the state, 23 people did not show up for their scheduled time. This is a 20.5% no-show rate. Using this number, assuming the 23 people who did not show up were there for their first attempt, the addition of this proviso would have garnered \$575 to the DMV.</p> <p>During the week of October 25-29, there were 148 CDL skills tests scheduled at DMV branches across the state. Of those, 51 people did not show up for their scheduled appointment. This is a 34.4% no-show rate. Using this number, assuming the 51 people who did not show up were there for their first attempt, the addition of this proviso would have garnered \$1,275 to the DMV.</p> <p>The intent of the agency is to ensure that people show up for their scheduled appointments. Ideally, the addition of this proviso would garner no money for the DMV since all applicants would be keeping to their scheduled CDL</p>
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skills test appointment time.

Provide estimates of any fiscal impacts associated with this proviso, whether for state, federal, or other funds. Explain the method of calculation.

**PROPOSED PROVISIO
TEXT**

In the current fiscal year, the Department of Motor Vehicles may charge twenty-five dollars for all commercial driver's license (CDL) applicants who schedule a skills test with the agency at the time of scheduling the skills test. Applicants who schedule a CDL skills test with the Department then cancel at least two business days before the appointment shall be refunded this fee from the Department. Monies from first-time skills test attempts where the applicant does not appear for the skills test shall be retained by the Department and used for advancement of the CDL and commercial motor vehicle programs of the State, all other monies for CDL skills test shall be distributed in accordance with Section 56-1-2080(A)(1). In instances where the applicant appears for the scheduled appointment and passes the skills test, the Department shall credit this fee towards the applicant's CDL and CDL application. In instances where the applicant appears for the scheduled appointment but does not pass the skills test on the first attempt, the Department shall credit this fee towards the applicant's subsequent skills test attempts in accordance with Section 56-1-2080(A)(1).

Paste existing text above, then bold and underline insertions and strikethrough deletions. For new proviso requests, enter requested text above.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM D – PROVISO REVISION REQUEST

NUMBER	NEW
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Cite the proviso according to the renumbered list (or mark "NEW").

TITLE	Mobile Driver's License Study Committee
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Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	All SCDMV Funded Programs
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Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	NA
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Is this request associated with a budget request you have submitted for FY 2022-2023? If so, cite it here.

REQUESTED ACTION	Add
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Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	Department of Public Safety, DOR, and the SEC. These are three agencies that could integrate mobile identities into their existing processes. For example, DPS would be critical in determining how to accept mobile driver's licenses on the roadside. DOR's value comes in verifying identities through digital devices. The SEC's participation will be valuable in ensuring that polling places across the state are informed on how to integrate mobile identity into voter verification processes.
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Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	<p>This proviso will direct the Department of Motor Vehicles to lead a study committee that meets during FY2023 to study and make recommendations to the General Assembly on the implementation and acceptance of mobile identities, to include mobile driver's licenses, in the State of South Carolina. The proviso directs the DMV and applicable parties, including members of the private sector, to meet at least quarterly and to present a recommendation to the Chairmen of Senate Finance, Senate Transportation, House Ways and Means, and House Education and Public Works at the end of the fiscal year with the goal of moving the State towards accepting mobile identities as a valid means of identification throughout various portions of the economic and public sector.</p> <p>Without this proviso, the idea of mobile identities remains nebulous for the State. The DMV feels comfortable that with its expertise in the driver's license and identification card realm, and how those are used as the standard for identification throughout all sectors of the economy, plus its familiarity with mobile identities and the states that are moving towards implementing interoperable solutions, the agency can lead a multidisciplinary committee that will move South Carolina towards adopting this modern mode of identity as an addition to Department of Motor Vehicles' current credentials.</p>
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Summarize the existing proviso. If requesting a new proviso, describe the current state of affairs without it. Explain the need for your requested action. For deletion requests due to recent codification, please identify SC Code section where language now appears.

FISCAL IMPACT	There is no direct cost to implement this proviso. The indirect cost of the study committee includes the staff time that would be used to meet and make recommendations. There may be opportunities for the committee or members of the committee to travel to neighboring jurisdictions to see how they have implemented mobile identities, but those costs are to be determined. Should the committee agree that travel is necessary, costs of travel for state employees would be paid for by the State. Costs of travel for non-state employees would be paid for by the non-state employee or the organization which the non-state employee represents.
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Provide estimates of any fiscal impacts associated with this proviso, whether for state, federal, or other funds. Explain the method of calculation.

**PROPOSED PROVISOR
TEXT**

In the current fiscal year, the Department of Motor Vehicles shall lead a study committee with the purpose of making recommendations on the implementation and acceptance of mobile identities in the State of South Carolina. The committee shall meet at least quarterly throughout the fiscal year, and the DMV shall author recommendations on adopting mobile identities by the end of the fiscal year. The recommendations shall be addressed to the Chairmen of Senate Finance, Senate Transportation, House Ways and Means, and House Education and Public Works. In addition to the Department of Motor Vehicles, the committee shall consist of at least one member from the following entities:

- A) The Department of Public Safety,
- B) The Department of Revenue,
- C) The Department of Administration,
- D) The State Election Commission,
- E) The South Carolina Retail Association,
- F) The South Carolina Bankers Association,
- G) The South Carolina Sheriffs' Association,
- H) The South Carolina Police Chiefs Association,
- I) The South Carolina Medical Association,
- J) The South Carolina Pharmacy Association, andK) The South Carolina Appleseed Legal Justice Center or a similar organization that represents indigent persons.

The Department of Motor Vehicles, in its discretion, and other committee members may recommend additional participants should they support the mission of the committee, to include a staff member from the Senate Transportation and House Education and Public Works Committees.

Entities listed above must submit the name and contact information of their committee member to the DMV no later than August 1, 2022.

Paste existing text above, then bold and underline insertions and strikethrough deletions. For new proviso requests, enter requested text above.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

FORM E – AGENCY COST SAVINGS AND GENERAL FUND REDUCTION CONTINGENCY PLAN

TITLE	Agency Cost Savings and General Fund Reduction Contingency Plan
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AMOUNT	\$2,892,417
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What is the General Fund 3% reduction amount? This amount should correspond to the reduction spreadsheet prepared by EBO.

ASSOCIATED FTE REDUCTIONS	None
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How many FTEs would be reduced in association with this General Fund reduction?

PROGRAM / ACTIVITY IMPACT	Administration, Customer Service Centers, Driver Services, Vehicle Services, Office of Inspector General, Technology and Program Development
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What programs or activities are supported by the General Funds identified?

SUMMARY	<p>DMV is a customer service oriented agency. About 70% of our general fund appropriations are personnel and fringes. As a result, DMV has limited options to reduce cost without reducing personnel.</p> <p>If mandated to take a 3% General Fund Reduction, DMV would postpone IT equipment refresh in the amount of \$800,000. Although unsustainable for multiple years, this would prevent a significant impact on customer services in the current year.</p> <p>DMV would eliminate temporary employees in the amount of \$1,350,000. The temporary employee reduction would negatively impact customer service by increasing wait times and possibly result in long lines at DMV Field Offices around the State.</p> <p>Finally, DMV would reduce contract employees in the amount of \$742,500. This cut could be detrimental to our services since the agency relies on contract employees for programming revisions to our Phoenix system.</p>
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Please provide a detailed summary of service delivery impact caused by a reduction in General Fund Appropriations and provide the method of calculation for anticipated reductions. Agencies should prioritize reduction in expenditures that have the least significant impact on service delivery.

AGENCY COST	DMV established a "Third Party Testing" program with driving schools. Authorized driving schools can now administer driving skills tests that previously required DMV License Examiners to perform. During the previous year, Third Party Testers (driving schools) administered 5,099 commercial vehicle (CDL) driving skills tests (2.5 hours per test) and 36,489 class D (automobile) driving skills tests (35 minutes per test). Combined, Third Party Testers administered a total of 34,033 man-hours of driving skills tests. This equates to 16 License Examiners that DMV was able to avoid hiring with a cost savings of \$718,500 for salaries and employer contributions.
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SAVINGS PLANS

What measures does the agency plan to implement to reduce its costs and operating expenses by more than \$50,000? Provide a summary of the measures taken and the estimated amount of savings. How does the agency plan to repurpose the savings?

Provide an explanation of the proposal and its positive results on businesses or citizens. How will the request affect agency operations?

